GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2609
ANSWERED ON:01.12.2016
Study on Performance of Airports
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether a study conducted by NITI Aayog have found that privatized airports have recorded higher performance with regard to customer satisfaction in comparison to the airports being operated solely by the Airports Authority of India (AAI);

(b) if so, the details of the study report conducted by NITI Aayog;

(c) whether the Government has examined the report with a view to find out the areas where airports operated by AAI lag behind than those operated by private sector; and

(d) if so, the details thereof and action proposed by the Government to improve the performance of AAI particularly with regard to customer satisfaction?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) : As informed by NITI Aayog, no such study have been conducted. However, in the PM"s review of infrastructure, NITI Aayog made a presentation which showed that the average Airport Service Quality (ASQ) rating index of top 11 Airport Authority of India (AAI) airports was 4.53 in 2015-16 on a scale of 5 against the best in case rating of 4.88 achieved by an airport in the private sector.;

(b) to (d): Do not arise in view of (a) above.;